

**DEPARTMENT OF HEALTH AND FAMILY SERVICES
DIVISION OF HEALTH CARE FINANCING
ADMINISTRATOR'S MEMO SERIES**

NOTICE: 05 – 05

DATE: March 23, 2005

DISPOSAL DATE: Ongoing

RE: Quality Assurance Plan
(QAP) and Customer Service
Standards

To: County Departments of Human Services Directors
County Departments of Social Services Directors
Tribal Chairpersons/Human Services Facilitators
Tribal Economic Support Directors

From: Mark B. Moody
Administrator
Division of Health Care Financing

Purpose

The purpose of this Administrator's Memo is to explain the Quality Assurance Plan requirements for Calendar Year (CY) 2005. The 2004 Quality Assurance Plans (QAPs) will continue to be valid through December 31, 2005. However, if you wish to make revisions to your plan you may. Please highlight the areas you are changing and submit the entire plan to the Regional Human Services Area Coordinator for Department approval. Please submit all revised plans by April 29, 2005.

CY 2006 QUALITY ASSURANCE PLANS

DHFS encourages you to review your 2004/05 Quality Assurance Plan to evaluate its overall effectiveness. DHFS also encourages you to consider some or all of the following strategies as you develop your 2006 QAP.

1. Address Limited English Proficiency (LEP) issues.
2. Assure confidentiality and data security.
3. Provide, protected time for Data Exchange alerts, etc.
4. Emphasize "Case Comments" and "DX."
5. Weekly staff meetings.
6. Provide customer-friendly access to - phone/fax/copier availability.
7. Team new workers with mentors.

The Department will continue to monitor compliance with QAP requirements during FoodShare Management Evaluation Reviews (MERs). The entry of second party review findings into IMQA will also be monitored in CY 2005. If you have questions or concerns about this process please contact Marilyn Rudd by phone at (608) 261-8383 or by email at marilyn.rudd@dhfs.state.wi.us.

January 20, 2004

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